

From: McKenna, Johnna

Sent: Friday, March 20, 2020 10:28 PM

To: McKenna, Johnna <Johnna.McKenna@des.nh.gov>

Subject: DWGB COVID-19 Operator/Community Water System Update - Friday 3/20/20

Community Water System Owners and Operators-

We hope everyone is healthy and doing well.

Like many places across the country most of the NHDES staff is now working remotely. We are still working out the kinks for staff to work at home but you can still reach us in the Drinking Water and Groundwater Bureau (DWGB) the same way you normally would (via e-mail or by calling). If you do call you will need to leave a message and someone will get back to you.

You may receive duplicate information from many different sources. The intent is not to overwhelm you but to provide information and resources that may be helpful in responding to COVID-19.

The DWGB will be working with our technical assistance and training partners (New Hampshire Water Works, Granite State Rural Water Association and RCAP Solutions) to get information out to drinking water systems. We are also working to set up a conference call for operators to be able to call in and ask questions. More information to come on that soon.

-American Water Works Association (AWWA) hosted a *Utility Actions to Sustain Operations During COVID-19* webinar today. This webinar is designed to share practices that utilities have implemented to prepare and respond to COVID-19. This includes a discussion of workforce issues, facility access and supply chain conditions. A recording of this webinar is available on the AWWA website at <https://www.gotostage.com/channel/awwa-covid-19>

-Covid-19 Water Company Protocols - Customer Home Visits

A large community water system from another state has shared some guidance that they have created on customer home visits including collecting samples at businesses and homes (see attached). **Please note**, this is just as example that we are sharing and is not a required protocol or official guidance from NHDES. A separate e-mail was sent out on Monday (3/16/20) from Wade Pelham to CWSs regarding bacteria and lead and copper sampling in high-risk facilities or homes.

- The Department of Homeland Security, Cybersecurity & Infrastructure Security Agency (CISA) just released an initial list of "Essential Critical Infrastructure Workers" which specifies that water and wastewater utility operators are to be considered essential critical. The guidance was developed to help State and local officials as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security. Refer to attached memorandum for more information.

Hopefully you find this information helpful.

Feel free to contact us if you have any questions.

Thank you and stay well-

Johnna

Johnna McKenna

NH Department of Environmental Services

Drinking Water & Groundwater Bureau

29 Hazen Drive PO Box 95

Concord, NH 03302-0095

603-271-7017 (office)

603-271-5171 (fax)

Johnna.mckenna@des.nh.gov